Although we continue to work through the pandemic, it's important we also address the **CUSTOMER SERVICE & COURTESY** CULTURE COLLABORATION Brad's Bulletin Sailing the 7 Cs

COMMUNICATION 🏶 COMMITMENT

recent protests occurring throughout the county. I'd like to express my gratitude and admiration for our Police

Department. During my 14 year career with the City, and especially my last year as your City Manager, I've witnessed the men and women in blue setting an example as they keep our community safe. Our 7Cs culture supports change, and pledges customer service with courtesy and respect. We are prepared to respond to this new call for action.

Personally, I want to explicitly state that racism has no place in National City, and certainly not within our organization. "Stronger Together" is not just a hashtag, it embodies the spirit of how our employees routinely treat everyone in our community with respect and dignity. My hope is that the nationwide protests will be followed by lasting cultural changes that are led by state and local leaders at every level, ensuring that all Americans feel safe in their communities. During the City Council meeting last night the Mayor and Council released a joint statement which is here: Mayor and Council joint statement. Additionally, Chief Tellez also spoke about the tragic death of George Floyd which is here: Chief Tellez comments. We will continue to work through these challenges together.

# **State and County COVID Orders**

We continue to monitor modifications to state and county health orders pertaining to COVID. They continue to change as the County phases in new activities. As of May 19, dine-in activities at restaurants and in-store retail were allowed. They have also now expanded access to places of worship and salons and barbershops, and as of today being stationary at public beaches. We are hopeful that all of our local businesses can reopen successfully, and begin serving the public once again. We also recently reopened our tennis courts and the skate park in response to the County loosening their guidelines.

## **COVID Economic Response Task Force**

In an effort to help our businesses, city staff will be creating an COVID Economic Response Task Force to help make additional outreach to businesses, providing them with a tool kit for retail businesses and restaurants, and outlining the steps from the County of San Diego to restart their businesses after the COVID related closures. The tool kit is also available on the city's website, and contains reources such as signage and information on the city's Activate the Right of Way Program, that allows businesses to utilize sidewalks and specified areas of the right of way temporarily to increase capacity to serve customers while allowing for social distancing.

#### **Reopening of City Facilities**

We continue to work with our Public Works staff to retrofit our city facilities in preparation for reopening our facilities to our employees and eventually the public. This includes installation of physical improvements such as sneeze guards and temperature stations and also changes in policies and protocols needed to comply with County guidelines. We will keep you informed as

we move forward on efforts to reopen. If you have not yet had an opportunity to read the Return to Works Guidelines I emailed last week, please take the time to read through them. They contain information all of us need in order to make adjustments to our work routines going forward.

# **Curbside Library Services**

As of June 1, the National City Library is now offering curbside pick up of library books! Starting June 1, you can reserve books online or by phone for curbside pickup using your library card. The service will be offered 12pm-7pm Monday through Thursday. We have already received a total of 28 reservations with patrons stopping by to pick up their books. Congratulations to Library staff for responding creatively to the pandemic, and coming up with new ways to serve the public!

## **June Birthdays**

COVID has brought many challenges to both our professional and personal lives including how we celebrate those we care about. Although we're unable to physically gather and celebrate the 39 employees celebrating another trip around the sun, we hope they feel the warmth of our birthday wishes as we look forward to celebrating with them in person! Click on this <u>link</u> for a list of the June birthdays - please take a moment to reach out to some of your coworkers and wish them a very happy day.